



AF 13639
JFW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney et al.

Title: METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR
DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM

Docket No.: 2046.087US1
Filed: August 23, 1999
Examiner: Thomas A. Dixon

Serial No.: 09/379,385
Due Date: 11/14/2005
Group Art Unit: 3639

MS AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ Return postcard.
- ☒ Amendment and Response (10 pgs.).

If not provided for in a separate paper filed herewith, Please consider this a PETITION FOR EXTENSION OF TIME for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
Customer Number 21186

By: Mark R. Vatuone
Atty: Mark R. Vatuone
Reg. No. 53,719

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 14 day of November, 2005.

Name

Dawn R. Shaw

Signature

Dawn R. Shaw

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
(GENERAL)

EXPEDITED PROCEDURE – EXAMINING GROUP 3639

S/N 09/379,385

PATENT

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AMENDMENT & RESPONSE UNDER 37 C.F.R. 1.116

Mail Stop AF
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P.O. Box 1450
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In response to the Final Office Action mailed September 14, 2005 and the Interview on November 9, 2005, please amend the application as follows: